


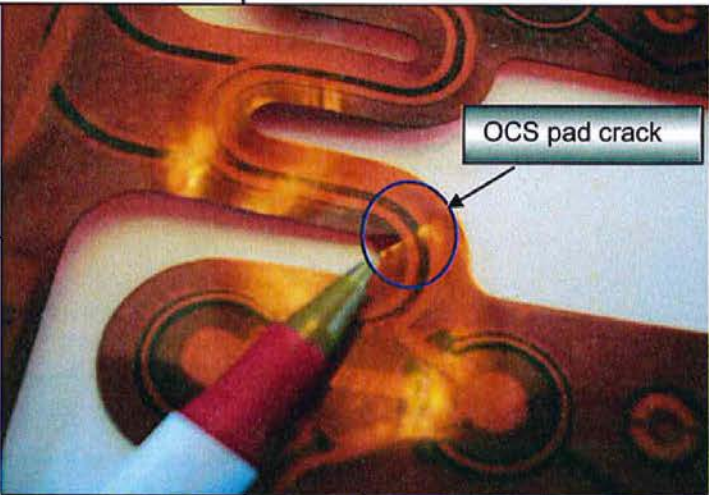
Product Quality Technical Report ***Confidential*** 				Distributor	KMA	Report No.	[REDACTED]	Attachments	Yes (3)	
				Country	USA	Issue Date	11/24/2008	Photo	Yes (3)	
				Reporter	KMA Product Quality Dept.			Part	Yes (2)	
					Name/Signature	Approval		Other		
				Ted Peters	Neem Van der Reest					
Subject: SRS Lamp illuminated - B1448; (Pass Sensor Mat)								Part Information	Part Name	Cushion Assy - Frt. Seat- RH
Priority "A"									Part Number	88202 2F02293
Vehicle Info	Model	Spectra LD	VIN	KNAFE121075 [REDACTED]		Condition	N86			
	Engine No.	G4H10975	Prod. Date	4/9/2007		Cause	C06			
	Trans No.	N/A	Delivery Date	7/23/2007		Other Part No.	88202 2F02193			
	Trans Type	Automatic	Mileage	19,288		Other Part No.				
			Repair Date	8/18/2008		Other Part No.				
Additional Incident Vehicle List										
No.	VIN	Mileage	Prod. Date	Cond.	Cause	Repair Date	Comments			
1	KNAFE121175 [REDACTED]	42,308	10/14/2006	N86	C06	8/29/2008				
2	KNAFE121875 [REDACTED]	11,969	11/27/2006	N86	C06	8/18/2008				
3										
Condition	Customer Complaint	- Consumer Reports customers may complain of right front seat concerns, including SRS Lamp illuminated.								
	Actual Condition	- Condition was confirmed as SRS MIL lamp, coded B1448.								
Analysis	Investigation Results	- Further investigation reveals that Labor Time Standard Manual does not correctly identify SRS MIL concerns (see LTS screen Capture) - Inspection of warranty return parts indicates that the OCS mat sensors are cracking and creating an open circuit in the OCS pad assembly								
	Possible Cause & Solution	- Stress fatigue fractures from repeated flexing of OCS pad material. - KMC should investigate this concern and make needed changes.								
Warranty Data	Model Yr:	2006-2007	2006-2007							
	P/N	88202 2F02293	88202 2F02193							
	Claim Count	46	25							
	Claim Rate	0.03%	0.02%							
	Claim Dollars	\$21,020.03	\$11,141.29							
	Condition	N86/N29	N86/N29							
	Cause	C10/C06	C10/C06							
Corrective Action	- Dealer Technician must replace right front seat cushion Assembly.									
Comments/Recommendations	- KMC should investigate this condition, make the appropriate corrections and report the findings back to KMA within the proper timeframe for a priority A QIR. - This concern may increase VDS as well as affect a customers perception of vehicle quality. - KMC should consider revision of LTS manual to include MIL coding for OCS concerns.									
										
VIN: KNAFE121075 [REDACTED]										
Cracked OCS pad. Circuit tests "open".										



Photo 1

VIN - KNAFE121075 [REDACTED]

No flash photo of cracked/open OCS pad.

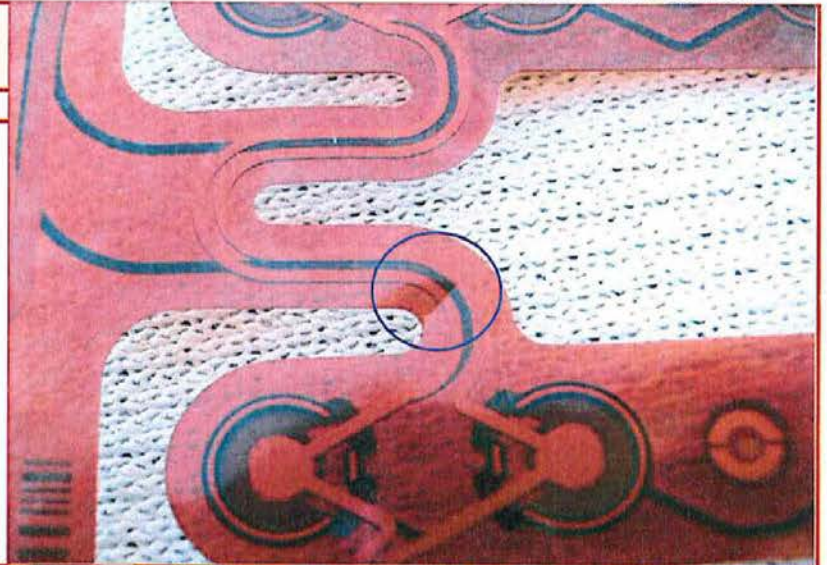
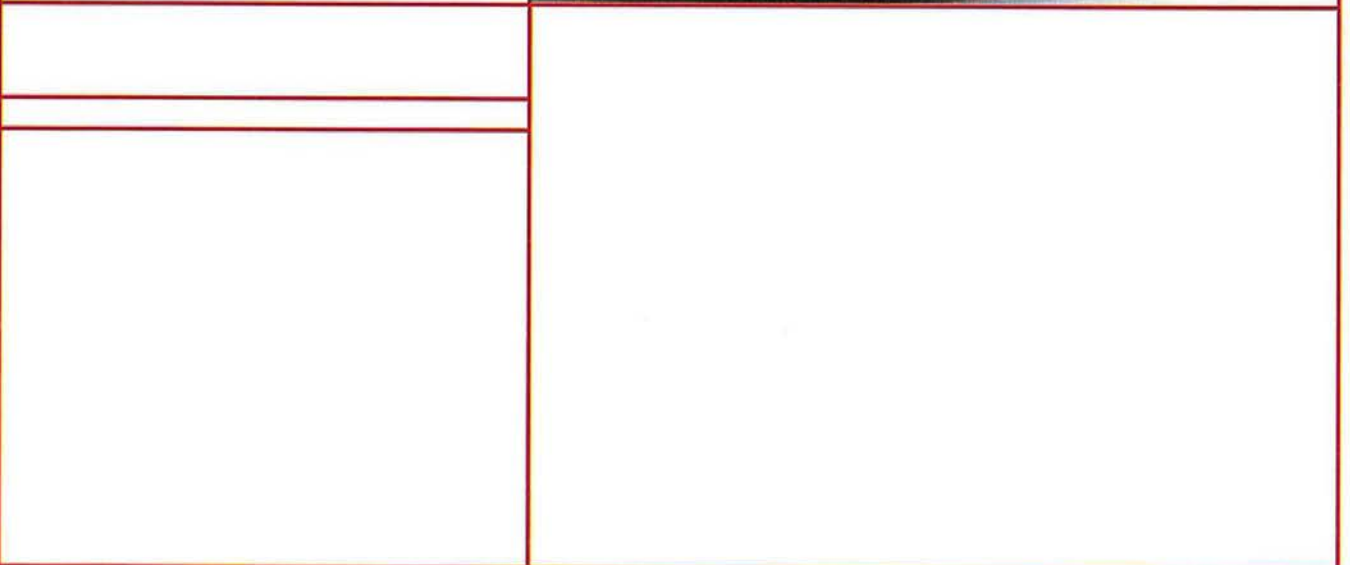
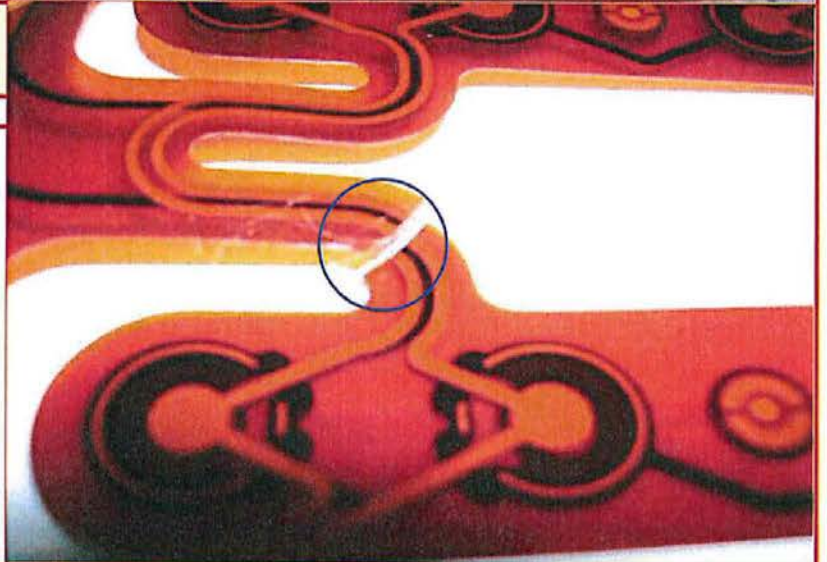


Photo 2

VIN - KNAFE121175 [REDACTED]

Broken OCS pad/circuit.



 2**** SPECTRA Model Years: 2006 to 2007 Dealer Types: \RETAIL
 Part Number: 88202 2F702293 Part Name: CUSHION ASSY-FRONT S Report Issued: November 11, 2008 13:39:51
 Repair Date: 7/05/2005 to 11/11/2008 Production Date: 7/05/2005 to 11/11/2008
 Ext. Color: **** Int. Color: **** GW/PDI/CMP: N

No. Claims	Rate	Labor Amt.	Part Amt.	Other Amt.	Claim Amt.	No. Parts Replaced
46	.03%	\$2,309.79	\$18,625.24	\$85.00	\$21,020.03	42

12 Month History (by claim submission month)

1	2	3	4	5	6	7	8	9	10	11	12	Total
Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	
3	2	4	5	4	0	2	4	2	5	1	6	38

	Condition Code	Claims	Cause Code	Claims	--Mileage Grouping--			--Days-In-Service--			Operation Codes	Claims
					From	To	Claims	From	To	Claims		
1	N86	25	C10	20	0	25	1	0	0	1	88020R00	30
2	N29	16	C06	15	25	500		1	25		88150R00	6
3	N94	2	C04	4	500	1,000		25	50	3	88111R00	4
4	N53	1	C09	2	1,000	2,000	3	50	100	8	88300R00	3
5	N66	1	C31	2	2,000	5,000	10	100	250	10	88003R0B	1
6	N99	1	C00	1	5,000	10,000	12	250	500	21	88003R00	1
7			C15	1	10,000	20,000	10	500	1,000	3	91001A00	1
8			C99	1	20,000	30,000	6	1,000	1,500			
9					30,000	40,000	2	1,500	2,000			
10					40,000	50,000	2	2,001	99,999			
11					50,000	1,000,000						
12						Total	46		Total	46		
13												
14												
15												
16												
17												
18												
19												
20												
	Total	46	Total	46							Total	46

2**** SPECTRA Model Years: 2006 to 2007 Dealer Types: \RETAIL
 Part Number: 88202 2F702193 Part Name: CUSHION ASSY-FRONT S Report Issued: November 11, 2008 13:43:39
 Repair Date: 7/05/2005 to 11/11/2008 Production Date: 7/05/2005 to 11/11/2008
 Ext. Color: **** Int. Color: **** GW/PDI/CMP: N

No. Claims	Rate	Labor Amt.	Part Amt.	Other Amt.	Claim Amt.	No. Parts Replaced
25	.02%	\$1,406.91	\$9,734.38	\$0.00	\$11,141.29	22

12 Month History (by claim submission month)

1	2	3	4	5	6	7	8	9	10	11	12	Total
Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	
2	1	1	1	2	1	1	2	1	0	5	5	22

	Condition Code	Claims	Cause Code	Claims	--Mileage Grouping--			--Days-In-Service--			Operation Codes	Claims
					From	To	Claims	From	To	Claims		
1	N29	11	C06	9	0	25		0	0		88020R00	17
2	N86	10	C10	9	25	500		1	25		88003R00	2
3	N94	3	C04	2	500	1,000		25	50	1	88111R00	2
4	N99	1	C31	2	1,000	2,000	1	50	100		39130F00	1
5			C00	1	2,000	5,000	2	100	250	8	88150R00	1
6			C09	1	5,000	10,000	5	250	500	10	88300R0B	1
7			C99	1	10,000	20,000	9	500	1,000	6	88300R00	1
8					20,000	30,000	5	1,000	1,500			
9					30,000	40,000	1	1,500	2,000			
10					40,000	50,000	2	2,001	99,999			
11					50,000	1,000,000						
12						Total	25		Total	25		
13												
14												
15												
16												
17												
18												
19												
20												
	Total	25	Total	25								Total 25

 2**** SPECTRA Model Years: 2006 to 2008 Dealer Types: \RETAIL\FLEET
 DTC Code: B1448 DTC Name: Passenger Occupant C Report Issued: November 18, 2008 9:51:00
 Repair Date: 7/05/2005 to 11/18/2008 Production Date: 7/05/2005 to 11/18/2008
 Ext. Color: **** Int. Color: **** GW/PDI/CMP: N

No. Claims	Rate	Labor Amt.	Part Amt.	Other Amt.	Claim Amt.	No. Parts Replaced
48	.02%	\$3,281.13	\$17,143.71	\$195.00	\$20,619.84	33

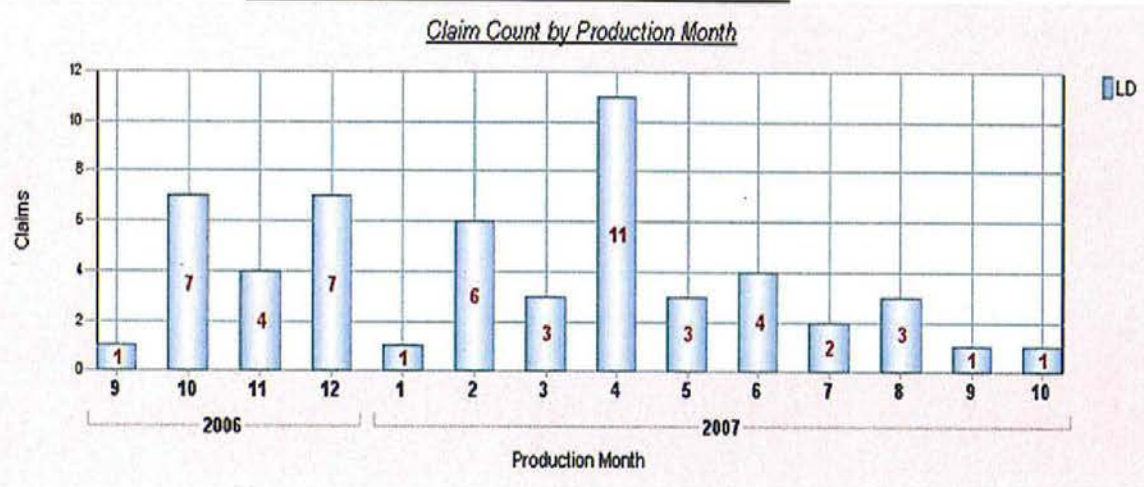
12 Month History (by claim submission month)

1 Nov	2 Dec	3 Jan	4 Feb	5 Mar	6 Apr	7 May	8 Jun	9 Jul	10 Aug	11 Sep	12 Oct	Total
6	2	3	1	0	2	1	1	0	1	0	2	19

	Condition Code	Claims	Cause Code	Claims	--Mileage Grouping--			--Days-In-Service--			Operation Codes	Claims
					From	To	Claims	From	To	Claims		
1	N69	17	C15	19	0	25		0	0			
2	N86	15	C06	15	25	500		1	25		1	
3	N29	10	C10	11	500	1,000	1	25	50		1	
4	N94	3	C04	1	1,000	2,000	1	50	100		1	
5	N68	1	C31	1	2,000	5,000	2	100	250		7	
6	N96	1	C99	1	5,000	10,000	3	250	500		15	
7	N99	1			10,000	20,000	12	500	1,000		22	
8					20,000	30,000	12	1,000	1,500		1	
9					30,000	40,000	10	1,500	2,000			
10					40,000	50,000	6	2,001	99,999			
11					50,000	1,000,000	1					
12						Total	48		Total		48	
13												
14												
15												
16												
17												
18												
19												
20												
	Total	48	Total	48								Total

CONFIDENTIAL-ENTIRE PAGE

Part Number 88202702293



Part Number 88202702193

